

UCO12 Client and customer skills

Unit reference number	J/507/0523
Level	2
GLH	30
Credits	3
Observation	1

Unit aim

The purpose of this unit is for learners to know how to deal with clients professionally and understand the importance of good customer skills. Learners will have understanding of the legislation that governs the selling of products, treatments and services. Learners will know how to present themselves professionally, respond to customer feedback, and be able to evaluate their own skills to continuously improve them.

Specific unit requirements

Trainers and assessors must be familiar with the qualification specification when delivering this unit, to ensure:

- Delivery is in a suitable environment with correct resources available
- An appropriate portfolio of evidence is produced using the unit content for guidance

	Learning outcomes	Assessment criteria
1	Know how to deliver excellent customer and client skills	a. List the different types of positive and negative verbal and non-verbal communication
		b. Identify the legislation associated with selling products, treatments and services
		c. Explain the importance of responding constructively to positive and negative feedback
		d. State why reflection and evaluation are valuable for your own personal development
2	Be able to deliver excellent customer and client skills	a. Present a professional image
		b. Meet the needs of the client or customer
		c. Respond to the client or customer's feedback

Version	Details of amendments	Date
V4	New brand logo.	17/05/2017